

Register for a Provider Connection Provider account*

What you'll need to get started:

- A designated Account Manager to register the account.
- Your Tax ID (TIN) or Social Security number (SSN).
 - You can add additional TINs/SSNs after you create the account.
- Claims data. You have three options:
 1. Check EFT number **and** Check/EFT amount
 2. Member ID **and** Check/EFT amount
 3. Claim number **and** Check/EFT amount

If there are no claims within the last three months, the system will ask for a subscriber ID and birth date of any eligible Blue Shield/Blue Promise member.

* Out-of-state providers not contracted with Blue Shield of California should set up a clearinghouse account with [OfficeAlly](#) to access Medicare Crossover claims and EOBs. [Learn about clearinghouses](#). If you need information on other types of claims, log into your home state Blue plan.

Instructions

1. Click Log In/Register in the upper right corner of the Provider Connection homepage.
(www.blueshieldca/provider).

The *Welcome to Provider Connection* screen displays.

2. Click **Create account**.
3. Select *Provider* as the account type and click **Continue**.

1

Log in/Register | Message center | Contact us | Help | Feedback

Search Provider

Welcome to Provider Connection

Log in

Username

Username

Password

Password Show

Remember my username

Log in

Forgot your password?

Forgot your username?

Register as an account manager

Creating your Provider Connection account should take about 5 minutes.

2

Create account

To register you'll need:

Your organization's tax ID number

The provider tax IDs you'd like to represent

You may also need:

A claim from the last 3 months for some tax IDs

The Business Associate Agreement (BAA) date for each provider

Are you an account manager?

Not an account manager?

1

2

3

4

Account type

Tax ID numbers

Contact info

Account setup

Select your account type

Help

✓

Provider

Providers deliver healthcare services to our plan members. They include doctors, hospitals, medical groups, and pharmacies.

Billing

Billing services are hired by providers to handle billing and claims.

MSO

Management services organizations (MSOs) contract with providers to handle many administrative services. Some MSOs own and manage the medical practices they represent.

Back to login

3

Continue

blue of california

2

The *Tax ID numbers* screen displays.

4. Enter your Tax ID (TIN) or Social Security Number (SSN).
 - Remember, you can add more TINs/SSNs after you create the account.
5. Click **Add**.
6. The Provider TIN/SSN and name will populate on the *Tax ID numbers* screen. Repeat to add additional provider TINs/SSNs if desired. (Steps not shown.)
7. Click **Continue**.

The screenshot shows the 'Tax ID numbers' screen during account setup. At the top, a progress bar indicates four steps: 1. Account type (checked), 2. Tax ID numbers (active), 3. Contact info, and 4. Account setup. The main heading is 'Tax ID numbers' with a 'Help' link. A red box labeled '4' highlights the instruction: 'Enter a tax ID number (TIN) or a Social Security number for each provider you represent, one at a time.' Below this, there are radio buttons for 'Tax ID' (selected) and 'Social Security number'. Under 'Provider tax ID', there is a text input field labeled 'Enter TIN' and an 'Add' button. A red box labeled '5' highlights the 'Add' button. A 'Pro tip' states: 'Validate one tax ID now to create your account, then add the others once you're logged in.' At the bottom left is a 'Back to account type' link, and at the bottom right is a 'Continue' button highlighted with a red box labeled '7'.

The **Verify your access** screen displays.

If you have claims within the last three months, the system will ask for claim information.

- 8. Select one of the three options to verify the account, then complete the fields below as required.
 - Remember if there are no claims within the last three months, a different screen displays requesting a subscriber ID and birth date of any eligible Blue Shield/Blue Promise member.

- 9. Click **Verify**.

The **Organization contact info** screen displays.

- 10. Complete the *Organization contact info* and *Your contact info* fields.
- 11. Click **Continue**.

Verify your access

Select which Blue Shield of California or Promise Health Plan claim information you want to use to verify your access to this tax ID number. The claim must be from within the last three months.

100100100 ABC MEDICAL GROUP

8

☒ Check/EFT number ☐ Member ID ☐ Claim number

Check/EFT number

Enter check/EFT number

Check/EFT amount

\$ Enter check/EFT amount

BAA date

Select a date

9

Verify

Cancel

Organization contact info

Organization name

Prospect Medical Group

Street address

2 Davis Street

City

Key West

State

FL

ZIP code

33040

Your contact info

First name

John

Last name

S.

Email address

john@prospect.net

Phone

(305) 940-0000

Ext.

Back to tax ID numbers

11

Continue

blue of california

4

Instructions

The **Account setup** screen displays.

12. Establish your Username and Password.

13. Click **Continue**.

The **Terms and conditions** screen displays.

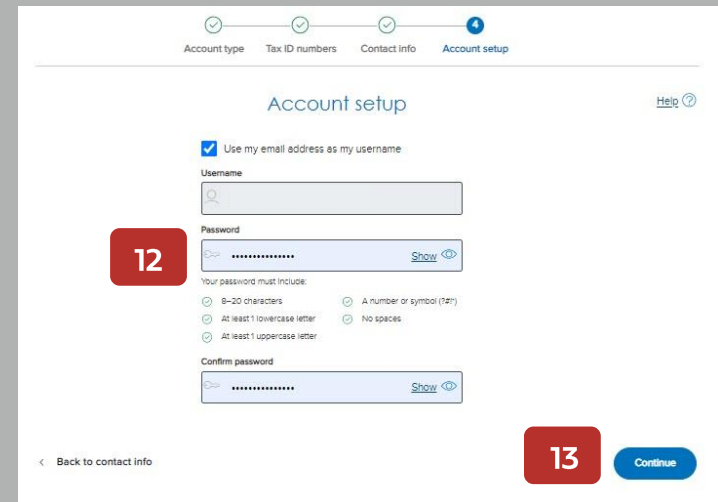
14. Review the terms and conditions, then enter your full name (e-sign) and today's date to indicate agreement.

15. Click **Sign and create account**.

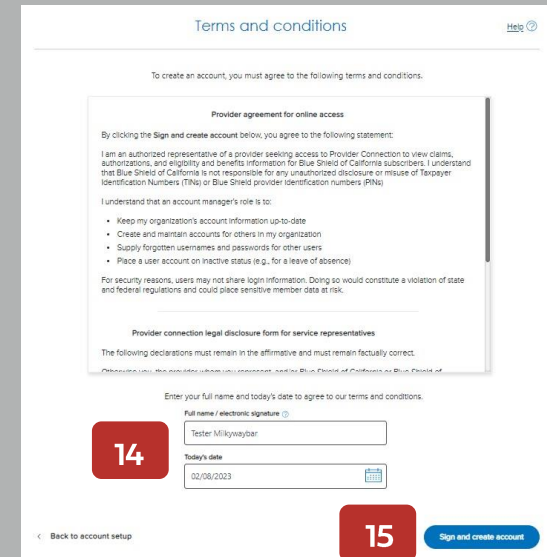
The **Please validate your email address** screen displays.

16. Click the link sent to your email address to validate and activate your account. You will now be able to log in to Provider Connection and add users to your account.

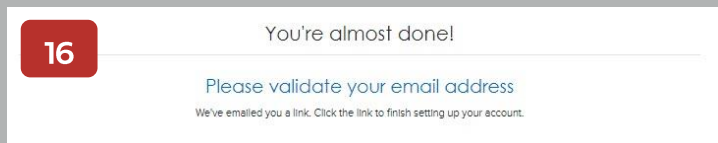
- The link expires, so follow it promptly. (If the link expires, request another one.)
- Check SPAM if you do not receive this email.
- To add TINs/SSNs, go to: *Account Management > Manage your Provider Connection Tax IDs*.



The screenshot shows the 'Account setup' screen with a progress bar at the top indicating steps: Account type, Tax ID numbers, Contact info, and Account setup (current step). The screen includes a checkbox for 'Use my email address as my username' which is checked. Below this are input fields for 'Username' and 'Password'. The password field has a 'Show' button with an eye icon. A list of requirements for the password is shown: 8-20 characters, At least 1 lowercase letter, At least 1 uppercase letter, A number or symbol (!@#), and No spaces. There is also a 'Confirm password' field with a 'Show' button. At the bottom, there is a 'Back to contact info' link and a 'Continue' button. A red box with the number '12' is overlaid on the password field, and another red box with the number '13' is overlaid on the 'Continue' button.



The screenshot shows the 'Terms and conditions' screen. It starts with a heading 'Terms and conditions' and a 'Help' link. Below this is a statement: 'To create an account, you must agree to the following terms and conditions.' A box titled 'Provider agreement for online access' contains text about the provider's role and responsibilities. Below this is a section for 'Provider connection legal disclosure form for service representatives' with a statement: 'The following declarations must remain in the affirmative and must remain factually correct.' At the bottom, there is a section for 'Enter your full name and today's date to agree to our terms and conditions.' with input fields for 'Full name / electronic signature' and 'Today's date'. A 'Back to account setup' link and a 'Sign and create account' button are at the bottom. A red box with the number '14' is overlaid on the 'Sign and create account' button, and another red box with the number '15' is overlaid on the 'Sign and create account' button.



The screenshot shows the 'Please validate your email address' screen. It has a heading 'You're almost done!' and a sub-heading 'Please validate your email address'. Below this is a message: 'We've emailed you a link. Click the link to finish setting up your account.'